



Steering Group Meeting

25th April 2024

Held virtually via Microsoft Teams

MINUTES

Attendees:

Amy Chivers, Parent
Natalie Hanchett, Parent
Emma Hanson, Commissioning Manager
Daniel Heard-White, IASK (Minutes)

Sharon King, Parent
Kerry Miles, IASK Service Co-ordinator
Siobhan Price, Kent County Council Mainstream Inclusion
Katie Wicks, SNAAP

Apologies

Dana Aris-Carter, Parent
Claire Charlton, Parent Advisory Group
Hannah Chandler, Parent
Sue Gibbons, NHS Kent and Medway
Jan Gray, Parent

Emily Jones, Commissioner for Social Care
Kayleigh Leonard, VSK representing young people
Fiona Pender, Space2BeMe
Rachael Velvick, Parent
Becky Clark, Parent / 21 Together

Item		Action
1.	<p>Minutes of previous meeting (1st February 2024) and matters arising:</p> <ul style="list-style-type: none"> The meeting was not quorate for decision making purposes. User feedback surveys for cases closed between October 2023 to March 2024 were conducted. Surveys for intervention levels 3 and 4 cases who have highest level of support from the service are conducted via telephone as surveys sent by email have a low response rate. Due to high volume of calls, which has affected the response rate. Kerry is looking to complete the IASK service video within the next six months. 	
2.	<p>IASS Minimum Quality Standards - Capacity:</p> <ul style="list-style-type: none"> Kerry shared the IASS (Information, Advice and Support Services) Minimum Quality Standards with the steering group. The service is mostly compliant apart from joint commissioning arrangements which Kerry is working with commissioners to implement. The development plan will be reviewed at the next team meeting in July. 	KM
3.	<p>Annual Report:</p> <ul style="list-style-type: none"> There was a discussion about the meaning of cases becoming more complex. This relates to service users seeking help with multiple issues and frequently coming back to the service. It was suggested the wording should be changed to 'complicated' rather than 'complex'. The service feedback included an email from a school demonstrating partnership working. In the discussion around the first case study, Siobhan suggested gathering more information about the barriers for Early Years and use them to inform the wider conversation about SEN improvement. Kerry to discuss this with Siobhan separately. Amy raised parents not being aware of IASK during the Early Years stage as schools often don't send out information about the service. IASK attended an Early Years SENCo Conference at the end of March and IASK have sent out leaflets and asked schools and Settings, to put information about the service on their websites in the past. The service has also attended SEND roadshows however these are upon request from the school. Information about IASK should also be included in the letter sent after a child is entered onto the SEND register Siobhan will look at how to improve getting information about IASK out to parents. Case study 2 should have the age of the child added. There has been a large increase in service use since the previous year. CAMHS should be changed to CYPMHS with 'Children and Young People's Mental Health Services' written in full. The IASK workshops are advertised on the IASK website, the SEND Information Hub and the IASK Facebook page. The flyers are also sent to organisations on the service mailing list. <ul style="list-style-type: none"> Kerry has been trying to re-engage with Kent County Council's SEND to advertise the workshops, in the SEND newsletter (we used to get a slot), it was suggested that she contact Tracey Gleeson. 	<p>KM</p> <p>KM/SP</p> <p>SP</p> <p>KM</p> <p>KM</p> <p>KM SP</p>

	<ul style="list-style-type: none"> • Siobhan will invite IASK to have stall at an upcoming event. • The referral reasons pie chart was discussed. <ul style="list-style-type: none"> ○ The 'Info session' referral reason is different from 'Information'. Info Session refers to the bookable information sessions and drop-in that IASK offer ○ It was suggested the 'Support Issues' referral reason could be split into support at mainstream and special schools. They could be combined for one chart and separated for another. ○ The 'Appeal Process' referral reason has increased since the previous year. ○ It would be interesting to see how the referral reasons have changed over several years. The Kent County Council analytics team could assist with reporting this information. • It would be useful to have the area charts with more contextualisation for example the number of EHCPs. • The behaviour category should be removed from the disability by area graph. • It was suggested the KPI colours would look better with achieved in green and not achieved in red. • The number of emails has increased by large amount. • It was suggested the plus and minus figure on the table on page 17 should not be in colour. 	DHW/ KM DHW DHW/ KM KM KM KM
4.	Dates of future meetings: <ul style="list-style-type: none"> • The next meeting will take place on 4th July at 10.30. • A further date of 17th October was agreed at 11.00 	
5.	Any other business: <ul style="list-style-type: none"> • The query about reaching age 25 from the previous meeting was clarified for the privacy notice. 	
Next meeting: 4th July 2024 at 10:30		